

Results from AMT Customer Satisfaction Survey

SECTION 3: AVIATION SAFETY PROGRAM

Q21 from Whole DB: How many local FAA-sponsored Safety Seminars did you attend last year?

37

Q21 from Whole DB	None	1	2-3	Over 3	Non Usable	Total	Total Usable	Total # Attending
Total	16,836	4,808	1,859	512	686	24,701	24,015	7,179
% Total Usable	70%	20%	8%	2%			100%	30%

Q4 from Q21 (Attendees): "What type of aircraft do you work on most often?"

38

Q4	General Aviation	Air Carrier	Non Usable	Total	Total Usable
Total Respondents	4,110	2,033	1,036	7,179	6,143
% Total	67%	33%			100%

Q22 from Whole DB: How much do you agree that Safety Seminars make safer AMTs?

39

Q22 from Whole DB	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Non Usable	Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
Total	5,677	10,143	7,038	497	176	1,170	24,701	23,531	15,820	673
% of Total Usable	24%	43%	30%	2%				100%	67%	3%

Q23 from Whole DB: Do you recommend Safety Seminars to other AMTs?

40

Q23 from Whole DB	Yes	No	Unknown	Non Usable	Total	Total Usable
Total	12,577	2,787	7,262	2,075	24,701	22,626
% of Total Usable	56%	12%	32%	9%		100%

Q24 from Whole DB: Will you attend more Safety Seminars in the next year?

41

Q24 from Whole DB	Yes	No	Unknown	Non Usable	Total	Total Usable
Total	8,103	2,399	13,666	533	24,701	22,489
% of Total Usable	36%	11%	61%			100%

Q25 from Whole DB: Are you aware that you can become an Aviation Safety Counselor?

42

Q25 from Whole DB	Yes	No	Non Usable	Total	Total Usable
Total	4,001	20,161	539	24,701	24,162
% of Total Usable	17%	83%			100%

Q26 from Whole DB: Are you aware that the FAA has an award program for AMTs?

43

Q26 from Whole DB	Yes	No	Non Usable	Total	Total Usable
Total	11,847	12,249	605	24,701	24,096
% of Total Usable	49%	51%			100%

Q27 from Whole DB: Which of the following AMT Awards have you received? Fill in all that apply.

44

Q27 from Whole DB (May have >1 Answer)	None	Bronze	Silver	Gold	Ruby	Diamond	Total
Total	12,798	1,630	695	765	1,574	371	17,833
% Total	72%	9%	4%	4%	9%	2%	100%

Q28 from Whole DB: For how many years have you received AMT awards?

45

Q28	NA--No Award Received	1 Year	2 Years	3 Years	4 Years	5 or More Years	Non Usable	Total	Total Usable	Those with Awards
Total	12,584	2,088	683	422	244	265	8,415	24,701	16,286	3,702
% Total	77%	13%	4%	3%	1%	2%			100%	
% with Awards		56%	18%	11%	7%	7%				100%

Q29 from Whole DB: Are you aware that all career-related training you take automatically enters you into a contest with special prizes?

46

Q29 from Whole DB	Yes	No	Non Usable	Total	Total Usable
Total	4,382	12,181	8,138	24,701	16,563
% of Total Usable	26%	74%			100%

SECTION 4A: REGULATION & CERTIFICATION: INITIAL CERTIFICATION & ADDITIONAL RATINGS

47	Q30 from Whole DB	Yes	No	Non Usable	Total	Total Usable
	Total	656	23,488	557	24,701	24,144
	% of Total Usable	3%	97%			100%

48		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Non Usable	Total	Total Usable	(Agree / Strongly Agree)	(Disagree / Strongly Disagree)
	Q31 from Q30										
	Total	166	407	47	13	5	18	656	638	573	18
	% of Total Usable	26%	64%	7%	2%	1%			100%	90%	3%

49		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Non Usable	Total	Total Usable	(Agree / Strongly Agree)	(Disagree / Strongly Disagree)
	Q32 from Q30										
	Total	207	358	61	8	5	17	656	639	565	13
	% of Total Usable	32%	56%	10%	1%	1%			100%	88%	2%

50		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Non Usable	Total	Total Usable	(Agree / Strongly Agree)	(Disagree / Strongly Disagree)
	Q33 from Q30										
	Total	190	347	76	15	7	21	656	635	537	22
	% of Total Usable	30%	55%	12%	2%	1%			100%	85%	3%

51		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Non Usable	Total	Total Usable	(Agree / Strongly Agree)	(Disagree / Strongly Disagree)
	Q34 from Q30										
	Total	204	324	90	9	8	21	656	635	528	17
	% of Total Usable	32%	51%	14%	1%	1%		100%	83%	3%	

SECTION 4B: REGULATION & CERTIFICATION: INSPECTION AUTHORIZATIONS (IA)

Q35 from Q2D	Yes	No	Non Usable	Total	Usable
Total	3,448	282	48	3,778	3,730
% of Total Usable	92%	8%			100%

53		Work (Annuals / Repairs)	Oral Exam by FAA Inspector	Approved Training	Supervised Progressive Inspection				
	Q36 from Q35A from 2D					Other	Non Usable	Total	Total Usable
	Total	1,511	67	1,282	59	80	449	3,448	2,999
	% Total	50%	2%	43%	2%	3%			100%

54										(Agree / Strongly Agree)	(Disagree / Strongly Disagree)
	Q37 from Q35 from 2D	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Non Usable	Total	Total Usable		
	Total	593	1,410	313	91	26	1,015	3,448	2,433	2,003	117
% Total	24%	58%	13%	4%	1%			100%	82%	5%	

			(Agree / Strongly Disagree)	(Disagree / Strongly Disagree)							
55	Q38 from Q35 from 2D	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Non Usable	Total	Total Usable		

Results from AMT Customer Satisfaction Survey

Total	595	1,357	349	77	28	1,042	3,448	2,406	1,952	105
% Total	25%	56%	15%	3%	1%			100%	81%	4%

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[REDACTED]

[REDACTED]

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